# 28423 – Motor Vehicles

Frequently Asked Questions (FAQ)

**Purchaser Related**

1. **Can I choose any awarded contractor to purchase from this contract?**

Multiple statewide awards:  
This contract has multiple awarded contractors to provide motor vehicles. All contractors went through the competitive solicitation process and were selected to be awarded on this contract as the highest-scoring bidders. State of Washington Agency customers are not required to conduct further competition to choose an awarded contractor. Other customers should follow their applicable rules regarding contractor selection.

1. **How can I determine the best awarded contractor to use?**

Enterprise Services recommends reviewing the contract summary page for information about the winning bids, including contractual information, pricing, and any special provisions. In addition, at least the top two winning bids per category are available, along with the bid tabulation summarizing Enterprise Services’ evaluation and scores for each contractor. Purchasers can also review the “vendor and contract performance feedback” submitted by other purchasers to Enterprise Services. Purchasers should email the Contract Administrator with the request to view the feedback. Please note that this survey information does not represent the opinion of Enterprise Services, simply feedback from purchasers.

Purchasers are encouraged to engage the awarded contractor(s) who best meet their requirements to obtain and review specific quotation(s) for their business need. Note that the pricing stated in these contracts is the maximum that contractors may charge purchasers. Purchasers are able to request and possibly negotiate deeper discounts, such as for bulk orders or large projects.

1. **What does it mean if the contractor is the main award vs reserved award?**

The contractors designated as main awards are businesses that participated in the competitive solicitation and were determined to be the highest scored, responsive, responsible bidders with no preference.

Reserved awards are set aside contracts awarded only to the next highest scored, responsive, responsible bidders certified as Washington Small and/or Veteran-owned businesses that participated in the competitive solicitation but did not achieve the highest overall scores to be designated as main awards.

All contract awards are the result of the competitive solicitation with the specified best value evaluation criteria in compliance with RCW 39.26 and state procurement policies. Per the guidance DES received from the Attorney General’s Office, since the competitive solicitation separated main and reserved award structures, purchasers that utilize federal funds can utilize main awards that achieved highest overall scores without preferences but might not be able to utilize contractors that were awarded only as reserved awards, since these awards are based on a preference. For questions related to a specific federal grant or funding source and how it might impact the purchasers’ ability to utilize the awards on this contract, please check with your Legal and/or Attorney General’s Office.

1. **Who can (or cannot) use this contract?**

Eligible purchasers include:

**Washington State Agencies**. All Washington state agencies, departments, offices, divisions, boards, and commissions. *The operating budget that Governor Bob Ferguson signed on May 21, 2025, includes a proviso that orders the director of the Department of Enterprise Services (DES) to give written approval before any****state agency****as defined in*[*RCW 43.19.560*](https://app.leg.wa.gov/RCW/default.aspx?cite=43.19.560)*can make a passenger vehicle purchase. See*[*RCW 43.19.600*](https://app.leg.wa.gov/RCW/default.aspx?cite=43.19.600)*for more information including agency exemptions.*

**Washington State Institutions of Higher Education (Colleges).** Any the following institutions of higher education in Washington: State universities – i.e., University of Washington & Washington State University; Regional universities – i.e., Central Washington University, Eastern Washington University, & Western Washington University; Evergreen State College; Community colleges; and Technical colleges.

**CUA Parties**. Any of the following types of entities that have executed a [Contract Usage Agreement](https://apps.des.wa.gov/DESContracts/Home/MCUAListing) with Enterprise Services: Political subdivisions (e.g., counties, cities, school districts, public utility districts, ports) in the State of Washington; Federal governmental agencies or entities; Public-benefit nonprofit corporations (i.e., public benefit nonprofit corporations as defined in RCW 24.03A.245 who receive federal, state, or local funding); and Federally-recognized Indian Tribes located in the State of Washington.

Enterprise Services maintains a list of eligible Contract Usage Agreement parties on the [CUA Listing website.](https://apps.des.wa.gov/DESContracts/Home/MCUAListing)

1. **What is the pricing model?**

Discount (percent off) of MSRP

1. **What are key performance commitments from contractors?**

Timely sales reporting, timely providing insurance, vendor management fees.

1. **How do I get involved with or participate in developing the solicitation that will replace this contract?**

Enterprise Services generally makes a determination on developing a new contract that replaces expiring contracts one year before the current contract expires. The solicitations that are currently in development appear on the [planned procurement](https://apps.des.wa.gov/DESContracts/Home/PlannedProcurement) page. If you are interested in participating, please contact the contract administrator listed on that page.

1. **What should a purchaser do if a contractor is not performing?  Who should a purchaser contact at Enterprise Services or how to escalate a performance issue with the contractor?**

If there is a contractor that is not preforming, the purchaser should first seek to resolve the issue directly with the contractor. If the performance issue is unresolved, reoccurring, or in need of escalation, please contact the Enterprise Services Contract Administrator listed on the contract page. Enterprise Services relies on purchasers that are working with the contractors to notify us of any issues. Enterprise Services staff can aggregate any contractor performance issues across purchasers to ensure good performance for all. Please send relevant information on the performance issue so that Enterprise Services staff can assist.

1. **How can I purchase greener products? How do I know a product is toxics-free? Where did the environmental certifications/factors come from?**

Please refer to the Enterprise Services [environmentally preferred purchasing page](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) for more information.

1. **Where can I find general information on vehicle purchases from DES Fleet?** General [FAQ](https://des.wa.gov/services/fleet-vehicles-parking/travel-state-business/vehicle-purchasing-frequently-asked-questions) on vehicle purchases from DES Fleet.
2. **What can I buy?**

This contract is for the purchase of new vehicles only. No used, trade-in, or leased vehicles are allowed.

1. **How do I buy a vehicle for my agency?**

Look at DES’s [webpage](https://des.wa.gov/purchase/how-use-statewide-contracts/buying-vehicles) on Buying Vehicles

1. **Do I need to contact DES for approval before I purchase a vehicle?**

*The operating budget that Governor Bob Ferguson signed on May 21, 2025, includes a proviso that orders the director of the Department of Enterprise Services (DES) to give written approval before any****state agency,****as defined in*[*RCW 43.19.560,*](https://app.leg.wa.gov/RCW/default.aspx?cite=43.19.560)*can make a passenger vehicle purchase. See*[*RCW 43.19.600*](https://app.leg.wa.gov/RCW/default.aspx?cite=43.19.600)*for more information, including agency exemptions.*

All state agencies, outside of WSP, DNR, and WSDOT, per [RCW 43.19.600](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fapp.leg.wa.gov%2FRCW%2Fdefault.aspx%3Fcite%3D43.19.600&data=05%7C02%7Cnina.mesihovic%40des.wa.gov%7C852fdd6ab08c4c46b47608dd4c716d8f%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638750772230694294%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=UqrmW%2Fq4xAB2LjzQXAel%2F6XHlZ9HmvgyLtV%2BLtEzaJM%3D&reserved=0), submit a new & used passenger vehicle approval request to DES vehicle approvals before a vehicle is purchased. Many colleges and universities have also leveraged the option to utilize DES Fleet Operations to professionally manage some of their vehicle fleet needs and in doing so, also submit a new & used passenger vehicle approval request to DES vehicle approvals.

Executive and small cabinet agencies not requesting a Battery Electric Vehicle (BEV) must obtain approval from the State Efficiency Environmental Performance (SEEP) office before any non-BEV purchases. A copy of this approval from SEEP must be turned in to DES alongside the Passenger Vehicle Request Form. Link to non-BEV purchase exemption criteria and process can be [found here](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.commerce.wa.gov%2Fwp-content%2Fuploads%2F2022%2F06%2FExemption-Criteria_2022.pdf&data=05%7C02%7Cnina.mesihovic%40des.wa.gov%7C33ffdaea31634a070cad08dda2c9d19d%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638845709863941121%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=DPUighBz%2BSZlm%2FQYaqmIAETqFnv0O7GdNEMIMd39fEE%3D&reserved=0).

1. **When do I need to contact Fleet regarding vehicle purchases?**

a) If an agency or customer desires to lease a permanently assigned vehicle through DES Fleet Operations.

b) If an agency or customer desires to replace an agency-owned vehicle with a permanently assigned vehicle through DES Fleet Operations.

c) If an agency or customer (see Q1 above referencing audience groups) desires to replace a current vehicle that is permanently assigned through DES Fleet Operations with a different vehicle type/size. This ensures they are aware of the increase in cost to their agency with the change of the current vehicle they have already had in their fleet.

d) If an agency or customer desires to replace a current vehicle that is permanently assigned through DES Fleet Operations when DES Fleet Operations has not informed the customer, that their current permanently assigned vehicle is ready/approved to be replaced yet. The reasoning for this is to help showcase the reason/justification of why the vehicle is not meeting your current business needs, explain the early replacement, and show that the change in lease cost is approved by their financing team.

1. **Does DES offer financing?**

No, DES does not offer nor assist in financing a vehicle purchase. That is something between you and the finance office at your agency.

DES Fleet purchases vehicles through COPs and leases vehicles to agencies with a monthly rental rate that includes the depreciation/administrative costs of the vehicles plus a monthly per-mile fuel/maintenance cost based on mileage reported the previous month.

1. **Does DES offer grants for vehicle purchases?**

No, there are no grants on the State level.

1. **What Make and Model of Electric Vehicles are currently available?**

You can find that information [here](file:///\\des.wa.lcl\doc\CPRM\_Statewide%20Contracts\2023\28423%20-%20Motor%20Vehicles\7-KMgmt\FAQ\BEV%20vehicles%2028423.docx) or through the [CARS](https://apps.des.wa.gov/CARS/ContractVehicleMenu.aspx) System.

1. **How can I receive a vehicle change email notification from the CARS system?**

You can set your notifications [here.](https://apps.des.wa.gov/CARS/VehicleNotifications.aspx)

1. **Do I need to have a Purchase Order (PO) to buy a vehicle for my agency?**

Absolutely! The PO is not just a proof of request, but also a way for everyone involved to track the purchases. Every PO must have contract number 28423 listed.

1. **A Contractor has a click-through agreement for their Terms and Conditions, Should I agree?**

No! The contract specifically bars the use of click-through Terms and Conditions agreements. You may sign a vehicle buyers’ agreement or an invoice the Contractor presents, even if it has T&C because the terms and conditions of Contract 28423 prevail in a case of disagreement.

**Contractor Related**

1. **When can I get added to the contract?**

Contracts can only be awarded to contractors that submit a bid on the opportunity when it is posted to WEBS.   
  
Contracts for the state are awarded through a competitive solicitation process via our [online solicitation system WEBS.](https://pr-webs-vendor.des.wa.gov/) Enterprise Services has a [registration page](https://des.wa.gov/sell/how-work-state/register-bid-opportunities) that explains the registration process. If you have questions on the registration process, please contract [WEBS customer service](mailto:WEBSCustomerService@des.wa.gov), (360) 902-7400.

Enterprise Services also has information on [doing business with the state](https://des.wa.gov/sell/how-work-state) for you to review. There is also a page on [bid opportunities](https://des.wa.gov/sell/bid-opportunities) with Enterprise Services, though all official opportunities are posted through WEBS.

1. **Who do I contact if I have invoice or vendor management fee questions?**

Please contact the contract administrator listed on the contract summary page.

1. **When are quarterly sales reporting due?**

Quarterly sales reports are due and past due based on the following timeframes:

|  |  |  |
| --- | --- | --- |
| **Sales Made** | **Report Due By** | **Report Past Due** |
| 1 January – 31 March | April 30 | May 1 |
| 1 April – June 30 | July 31 | August 1 |
| 1 July – September 30 | October 31 | November 1 |
| 1 October – December 30 | January 31 | February 1 |

Please check the [sales reporting website](https://apps.des.wa.gov/CSR/login.aspx) which has the following general [reporting instructions](https://apps.des.wa.gov/CSR/Vendor_Qtrly_Sales_Rpt.pdf).

1. **When are vendor management fee invoices due?**

After sales have been reported, contractors will receive an invoice to remit to Enterprise Services the vendor management fee payment. Please wait to receive an invoice from Enterprise Services before sending payment. This is to ensure your payment can be identified, accepted, and applied correctly. Contractor must pay the vendor management fee invoice within thirty (30) calendar days.

1. **Who do I contact for contact updates?**

Please contact the contract administrator listed on the contract summary page.

1. **How do I check for authorized purchasers?**

Please check the [Contracts Usage Agreement (CUA) signed agreement list](https://apps.des.wa.gov/DESContracts/Home/MCUAListing) to see the list of authorized purchasers for Enterprise Services contracts. The [[Washington State website](https://wa.gov/)](https://wa.gov/) can help navigate to the governmental entities on the list.

1. **How do I report EPP purchases? How do I submit products with green certifications?**

Please refer to the Enterprise Services [environmentally preferred purchasing page](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) for more information.